Performance

Report

**1800 951 822**

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| Name: | Bupa Templestowe |
| Commission ID: | 3974 |
| Address: | 222-228 Serpells Road, TEMPLESTOWE, Victoria, 3106 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 12 June 2024 |
| Performance report date: | 5 July 2024 |
| Service included in this assessment: | Provider: 1297 Bupa Aged Care Australia Pty Ltd  Service: 19281 Bupa Templestowe |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for Bupa Templestowe (**the service**) has been prepared by V Stephens, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives, and others.
* the provider’s response to the assessment team’s report received on 28 June 2024.

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |
| **Standard 7** Human resources | **Not applicable as not all requirements have been assessed** |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |

Findings

Consumers and representatives expressed satisfaction with how the service manages risk. Management identified the service’s high-impact and high-prevalence risks, including wounds, pressure injuries and skin integrity. Clinical and care staff explained how they manage risks related to wound management and pressure area care, including consumers experiencing changed behaviours. Consumer care documentation demonstrates staff use consistent practices to manage high-impact or high-prevalence risks associated with the care of each consumer. The Assessment Team conducted care documentation reviews for 10 consumers identified as having a high risk of pressure injuries or wounds and found that their skin integrity and wound management are managed as per the service’s policies and procedures.

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

Consumers and representatives stated they were satisfied with the care and services provided. They reported that staff update them on any changes and that staff are competent in their roles. Clinical and personal care staff stated they have completed skin integrity management training from a qualified educator and reported that management ensures this training is completed annually. The service has policies for wound management, pain, and skin integrity.

1. The preparation of the performance report is in accordance with section 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)